

Dear Valued Guest,

In this time of uncertainty with the progression of the COVID-19 outbreak, Constance Ephelia Seychelles would like to assure you that your safety and comfort remains our highest priority. In this challenging environment, we have adopted a holistic approach to review processes and procedures in order to deal with the Covid-19 pandemic.

Complementing already the mandatory preventive measures by our local government authorities and hygiene accreditations, we have launched the "Constance Stay Safe" initiative which establishes exhaustive measures that focus on all touchpoints of any interaction to ensure that every stay with us is safe, clean and comfortable.

We invite our guests to check the latest Travel Advisory published on the Seychelles Tourism Department website <https://advisory.seychelles.travel/> - under **LIST OF PERMITTED COUNTRIES**. It will help our guests through the planning of their travel to the Seychelles.

Important note: International Visitors will now only be required to present a negative PCR test taken 72 hours prior to departure. There will be no quarantine requirement nor restriction on movement upon entry into Seychelles. Additionally, the minimum stay in establishments upon arrival will no longer be applicable.

In addition to the guidelines available on the Travel Advisory, we would like to share the below important information for all guests that are coming from the **List of Permitted Countries:**



Guests are requested to submit a negative PCR test result that has been done less than **72hrs** before departure. The test must be submitted online via <https://seychelles.govtas.com/> in order to obtain the necessary Health Travel Authorization. Guests will also be requested to provide a copy of the PCR Test and a valid travel insurance at the airport upon check-in.



The Exit PCR can be done within the hotel by **Euromedical Clinic** Or **Seychelles Medical** (Applicable charge at SCR2500 Per person) and the test result will take between 24hrs to 48hrs approximately.

We now invite you to read and be familiarized with some of the most relevant procedures in place within our hotel that will help you to further enjoy a safe and well-being environment designed for your safety during your stay



Our hotel teams are receiving ongoing briefings and enhanced training, operating and cleaning protocols.



Our premises and hygiene protocols are regularly audited.



We have in place a daily control and monitoring of body temperature and Covid-19 related symptoms for all our guests during breakfast timing and team members that also includes a stronger control access from outside visitors before allowing access to the Resort premises.



We have reinforced the social distancing between team members and guests in all areas.



We have streamline the check-in process to become more efficient in terms of information sharing. We are on the process of finalizing the Constance App that will serve as an online platform for all our guests. This application will allow our clients to see menus, learn more about the hotel facilities and even communicate directly with our team.



We have increased the frequency of cleaning and sanitizing of our public areas including lobby areas, door handles, public bathrooms, changing rooms, and employee areas. We have also increased the deployment of antibacterial hand sanitizers throughout our Resort.



Daily cleaning and disinfecting protocols of our rooms has been increased, with particular attention paid to high-touch items. To note that all daily cleaning and sanitation process will be done without the guest's presence inside the rooms. We have removed some of our room and stationary items that present a higher spreading risk for the safety of our guests. Turndown service will only be available on request.



We have adjusted our Food & Beverage Service and Culinary offers in accordance with the current food safety recommendations. Layout of tables in the outlets has been revised in order to maintain social distancing. Breakfast and dinner buffet when and if available will be served by our team members.



Paper Menus will no longer be available. As part of our E-Menu strategy, we are implementing Menu QR Codes in all our Outlets. We strongly recommend our guests to carry their Smartphone or Tablet when visiting the hotel facilities.



Gym will be opened from 07.00 to 20.00, booking in advance would be required and the number of persons limited inside the gym is to 6 for 1 hour per person.



Our Spa will be open from 10.00 to 21.00 booking required in advanced.



Our Boat House is opened from 09:00 to 17:00 . Smac adventure opens from 08.00 to 16.00



We have allocated a specific area for isolation rooms within the hotel.



Our buggies transferring guests within the resort will have a limited seating capacity and are regularly disinfected.

PCR testing is not required routinely to depart Seychelles. However, your airline or final destination may require it. PCR test facilities are available on the three (3) main islands namely Mahe, Praslin and La Digue to visitors prior to departure. Visitors requiring the test should contact the Public Health Authority at least a week in advance on the email address covid19test@health.gov.sc or telephone +248 4388410 to make the necessary arrangements. The PCR test currently costs SCR2, 500.00 per test. **Effective as of 24th May 2021, children below the age of 12 years and persons of 63 years and above will also be charged the same fee for PCR test.**

Two Private Health Service Providers (Euro Medical and Seychelles Medical) offer on-site sample collection and PCR test at a cost. **The contact detail for Euro Medical Tel: + 2484324999 or + 2482715763, website for additional information is <https://covid.euromedical.info> and the contact detail for Seychelles Medical +2484366999 and their website for additional information is <https://pcrtest.sc/>. Please refer to the link <http://tourism.gov.sc/wp-content/uploads/2020/05/List-Private-Health-Services-in-Seychelles-Offering-COVID-19-testing-services.pdf> for additional private medical services.**

We continue looking forward to welcome our guests with the same warmth, eagerness and hospitality that Constance Ephelia Seychelles has always been known for. All our team members stand united and are fully committed towards overcoming these challenging times together that certainly demands cooperation, collaboration and common action.

The Management